

Truong An (Andy) Nguyen

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AIM:

Passionate Computer Engineering Technology student seeking an opportunity to apply technical skills in hardware, software, networking, and operating systems in a dynamic work environment. Strong interest in gaming and PC hardware.

SKILLS SUMMARY

- Strong working knowledge of Java, Javascript, C, C++ to execute projects such as web applications with a database back-end.
- Demonstrated ability to create functional websites with CSS and HTML
- Electronics and circuit interfacing and troubleshooting electronic circuits; take measurements
- Integration of C programming with Unix/Linux.
- Digital Electronic circuits and integration with embedded microcontrollers.
- Setting up desktop computer hardware and the installation of operating systems and drivers.
- Wide knowledge related to PC gears, especially gaming ones.
- Excellent communication, collaboration, adaptability, time management, organization, skills gained through academic studies and work experiences.
- Quick learner with a solution-oriented approach.
- Fluent in English and Vietnamese.

EDUCATION

Computer Engineering Technology, Advanced Diploma Sept 2023 – Present

- 80% overall GPA.
- Job-Relevant Courses: Computer Hardware and Operating Systems, Computing in Industry.

WORK EXPERIENCE

Student ITS Technician Oct 20 – Now

Humber Polytechnic – North Campus

- Manage and resolve IT service requests and incidents in compliance with SLAs using the ticketing system.
- Diagnose, document, and escalate technical issues while maintaining clear communication with clients.
- Support software, identity, and system access requests; create documentation and knowledge base articles.
- Set up, test, and operate audiovisual and technical equipment to support campus events.
- Collaborate with the ITS team to ensure efficient problem resolution, strong customer service, and continuous process improvement.

PROJECTS

Independent Learning Project – Impacts of AI on my future career Feb 2025 – Apr 2025

Humber Polytechnic – Co-op

- Conducted thorough research on the impacts of AI on jobs in the IT sector, utilizing most recent research findings.
- Networked with various individuals in the field, mostly alumni, to see how the recent market works for the new workforce.
- Demonstrated ability to communicate and outreach through surveying individuals in the IT sector.
- Reflected on the external forces impacting the sector and explored personal post-grad career goals in IT.
- Completed LinkedIn Learning courses on becoming an adaptable employee during change and uncertainty.
- Presented findings and research to Humber Faculty and team of other students.